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October 5, 2000

<u>Ex Parte</u>

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
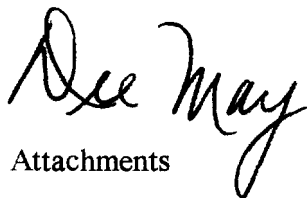445 12th St., S.W. – Portals
Washington, D.C.   20554

> *RE: Application by Verizon New England Inc., et al., for Authorization To*
> *Provide In-Region, InterLATA Services in Massachusetts, Docket No. 00-176*

Dear Ms. Salas:

At the request of the Common Carrier Bureau, Verizon conducted a two-day overview of our Wholesale and OSS services in Boston, MA. The materials used during the session are attached. The twenty-page limit does not apply as set forth in DA 00-2159 since the overview was conducted at the request of staff.

Please feel free to contact me with any questions.

Sincerely,

Dee May

Attachments

cc: E. Einhorn
      S. Pie

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List A B C D E

VERIZON FCC OSS SEMINAR

	OCTOBER 2, 2000	Verizon Representative
8:30 AM	Transportation from Airport to 185 Franklin St., Room 100, off main lobby in RCCC	

9:00 AM	WELCOME
	
	OPERATING SUPPORT SYSTEMS
	• Functionality & OSS Interfaces
	   • Pre-ordering
	   • Ordering
	   • Provisioning
	   • Billing
	   • Maintenance & Repair
	• Development Approach & Change Management
	   • Change Requests
	   • Documentation
	   • Testing
	   • Help Desk
	• KPMG Test
	• Production Experience
		Jonathan Smith
		
		Kathleen McLean

10:30 AM	• Customer Notification Process • CLEC Training Program Overview	Jonathan Smith
11:00 AM	Break	
11:15 PM	• Loop Provisioning Overview: 1. New Loops 2. Hot Cuts 3. DSL 4. Loop Qualification Maintenance & Repair Etc.	Tom Maguire/ John White Maureen Davis
12:15 PM	Lunch and Review	

1:00 PM	• Hands On Training Session: Resale and UNE transactions
	    Resources available via the website
	    CSR retrieval
	    Address validation
	    Due Date Availability
	    Order Entry and status
	    Trouble Report and Status
	    Loop Qualification
		Cathy Forstner

2:45 PM	• Overview and Tour of Verizon CLEC/UNE and Resale Center and Parallel Observation with Verizon CLEC Service Representatives 185 Franklin St., 11th Floor	Brian Berry/Mike Redmond

3:45 PM	Break	
4:00 PM	Walk to DSL Center, 6 Bowdin Square, 8th Floor	
4:15 PM	• DSL Center Overview, Tour and Parallel with Service Representatives	Pat Stevens
5:45 PM	• Review and Open Discussion	Full Team

VERIZON FCC OSS TRAINING
(Cont'd)

	OCTOBER 3, 2000	Verizon Representative
8:00 AM	Depart Hotel for Worcester, 220 Brooks St., Worcester, MA	
9:00 AM	• Overview Retail Systems for Key Functions, Tour and Parallel with Retail Service Representatives using Retail Systems	Tom Clarke, Betsey Foley
11:15 PM	• Lunch and closing question and answer session	Full Team
12:00 PM	• Depart for Airport	

Verizon Communications
Wholesale Customer Communications Process
&
Training Overview

October 2, 2000

Jonathan Smith
Director - Performance Assurance & Planning
Wholesale Network Services

Agenda

- Wholesale Customer Communications Overview
- Industry Notification Process
- Training
- Customer Education Seminars
- Customer Documentation
- Wholesale Website

Customer Communications Overview

◆ Industry Notification Process

◆ Newsletters

◆ Customer Conferences

◆ Customer Training

◆ Customer Education Seminars

◆ Industry Support

⇨ CLEC User Group

⇨ Presenter at Industry Conferences

◆ Website - http://www.bellatlantic.com/wholesale

Industry Notification Process

Purpose:

- Provide customers with timely notification of industry affecting events and changes

Audience:

- Targeted to customer segments

Enhancements:

- Added e-mail distribution
- Created centralized database for wholesale customer mailings
- Planned merge of Bell Atlantic/GTE databases

Stats:

- 1999: 268 letters mailed
- 2000: 216 letters mailed to date
- 2306 customers receiving paper notifications
- 700 customers receiving e-mail notification

Training

Students trained	• Since 1996, 4,372 through August 2000
Classes held	• 67 classes through August 2000
Courses available	• Basic Products and Services • Complex Products and Services • Directory Listings • Unbundled Network Elements • Repair Trouble Administration System (Resale and UNE courses) • Customized training

Training

Options:

- Standard at Verizon locations
- Standard on customer site
- Customized training

Locations:

- Based on where customers do business
- DE, MD, NJ, PA, VA, WV, DC: Baltimore
- CT, MA, ME, NH, NY, RI, VT: New York City

Registration:

- Establish company profile
- Online registration or fax form
- Call 877-847-8724

Training Course Descriptions

Course	Duration	Description
Basic Products and Services – Resale	• 5 days	• Detailed training on various Verizon products and services • All products and services presented in separate modules covering description, implementation, feature limitations, interactions & applications • Students practice entering orders on the Graphical User Interface (GUI)
Complex Products and Services	• 4 days	• Provides detailed training on complex products • GUI utilized for order input • Course covers services including the following: Foreign Exchange, PBX Service, ISDN Basic, ISDN Primary and Private Lines
Directory Listings	• 1 day	• Students construct simple and complex listings • Instructs students on how to determine listings from a telephone directory • Covers formatting rules • Uses GUI to input Directory Listings
Unbundled Network Elements	• 3 days	• Components of local service • GUI navigation • Product descriptions: Loops, Ports, Number Portability, Platform • Pre-order • Ordering
RETAS for UNE	• 3 days	• Trouble overview • Create, modify and close trouble ticket • Status check for trouble tickets • Process Mechanized Loop Testing (MLT) • Obtain trouble history
RETAS for Resale	• 2 days	• Process MLT • Create trouble tickets • Modify trouble tickets • Status check for trouble tickets • Close out trouble tickets • Obtain trouble history

Training Schedule - Remaining 2000

Course	Location(s)	Dates
Basic Products & Services - Resale	Baltimore New York Baltimore	October 23, 24, 25, 26, 27 November 6, 7, 8, 9,10 December 4, 5, 6 ,7 ,8
Complex Products & Services - Resale	New York Baltimore New York	October 10, 11, 12, 13, November 6, 7, 8, 9 December 12, 13, 14, 15
RETAS - Resale	Baltimore Baltimore	October 18, 19 November 29, 30
Directory Listings	New York New York Baltimore New York Baltimore	October 25 November 29 November 3 December 6 December 15
Unbundled Network Elements	New York Baltimore New York New York Baltimore	October 3, 4, 5 October 31, November 1, 2 October 31, November 1, 2 November 28, 29, 30 December 12, 13, 14
RETAS - UNE	New York New York New York	October 17, 18, 19 November 14, 15, 16 December 5, 6, 7

Customer Education Seminars

1 day workshops on topics of interest to customers

Topic	Date
Resale/UNE Billing and Collections	10/00
Linesharing	6/00
Electronic Billing Media	3/00
Change Management	9/99
Digital Loops	8/99
Demand Forecasting/Y2K	6/99
Unbundled Network Elements	2/99
Collocation	12/98
E911	9/98
Demand Forecasting	6/98
LNP	4/98
Directory Listings	3/98

Customer Documentation

> *Verizon is committed to meeting our wholesale customers' needs for easily accessible and readily available documentation exemplified by the development of the CLEC and Resale Handbook Series and extensive Supplementary Documentation.*

Resale and CLEC Handbook Series

    → 3-Volume Series for each

        Volume I: Getting Started

        Volume II: Electronic Interface Guide

        Volume III: Business Rules

    → Comprehensive coverage of former Bell Atlantic states

    → Semi-annual releases

        CLEC Handbook Series - 1st Quarter 2000

        Resale Handbook Series - 3rd Quarter 2000

    → Available on the World Wide Web

Supplementary Documentation

Supplementary Documentation

➡ Documents presently available on a variety of topics

    − Ordering

    − Interface User Guides

    − Error Messages

    − Change Management Procedures

    − E911

    − Miscellaneous documents

➡ Examples include the following:

    − *Verizon Pre-Order Business Rules*

    − *Verizon Pre-Order EDI Guide*

    − *Verizon Local Services Common Web GUI User Guide*

    − *Verizon Carrier Identification Codes*

    − *E911 PS/ALI Guide*

➡ Available on the World Wide Web

"The Wholesale Source" Website

Information	Highlights
Products and Services	• Customer segment and product descriptions
Customer Documentation	• Handbooks and other supporting customer documentation
Resources	• Industry Letters, Forecasting, Merger Conditions, Access Rates, Tariff Information, Escalation Process
Publications	• Newsletters
Industry Conferences and Education	• Conferences, Training and Education and Industry Events
Quick Find	• Listing of information on website
Contact Us	• Contact lists and e-mail options

Wholesale Web site

verizon

Wholesale Markets Homepage

Products and Services
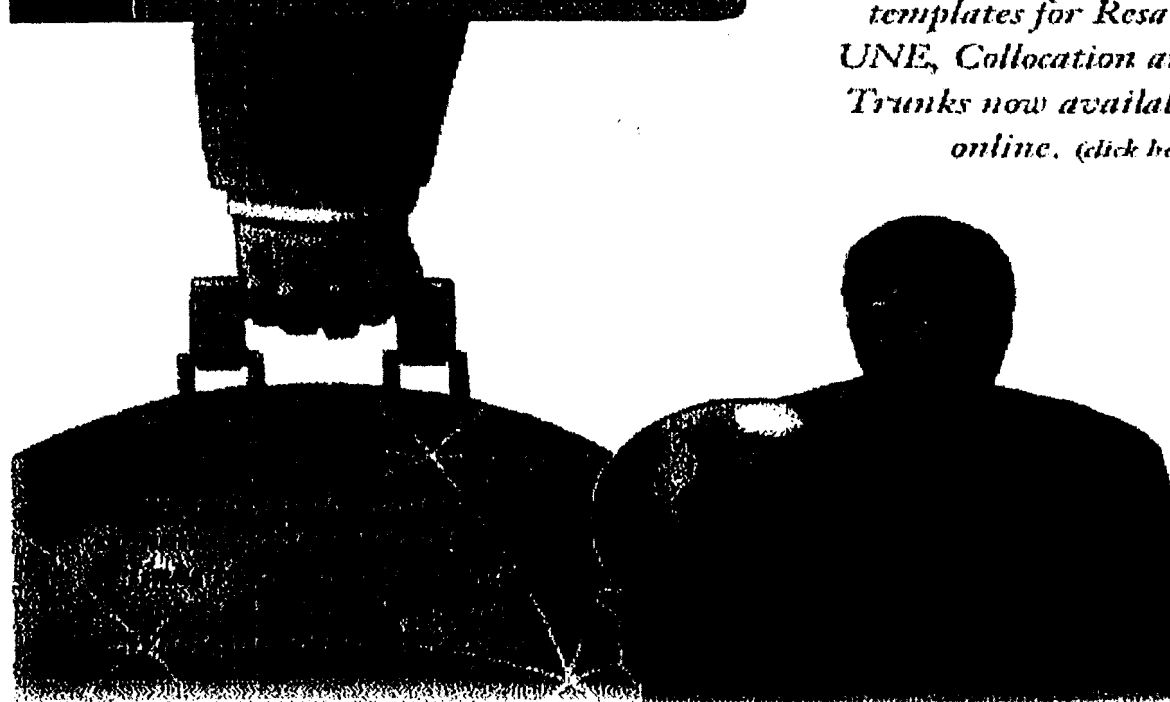
Customer Documentation

Resources

Publications

Industry Conferences and Education

Quick Find

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Verizon - For Your Business
Wholesale Markets

THE

Semi-annual forecasting templates for Resale, UNE, Collocation and Trunks now available online. (click here)

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Conclusion

◆ Verizon has the processes in place to communicate effectively and quickly with its customers.

◆ Seminars are developed from customers' feedback and provided in direct response to their needs and requirements.

◆ CLECs and Resellers can easily gain an understanding of how to do business with Verizon through its handbook series and supplementary documentation.

◆ Training is delivered and developed continually to keep pace with customers' requirements.

◆ Verizon's Website provides the most up-to-date information at any time.

◆ Verizon is continually enhancing its communications program to meet the evolving needs of customers.